

Department of Social and Health Services

DP Code/Title: PL-EF RCS Staff Training
Program Level - 050 Long Term Care Services

Budget Period: 2003-05 Version: 11 2003-05 Agency Request Budget

Recommendation Summary Text:

This decision package requests funding for three FTEs to provide a training program for all Residential Care Services (RCS) field staff. This will ensure a consistent protocol for regulatory quality assurance oversight and complaint investigations by providing an education and training program for all RCS field staff. It will increase the effectiveness of the quality assurance program, decrease department liability and litigation, and ultimately enhance the quality of life for vulnerable adults residing in long-term care facilities.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Program 050			
001-1 General Fund - Basic Account-State	131,000	118,000	249,000
001-C General Fund - Basic Account-DSHS Medicaid Federa	130,000	118,000	248,000
Total Cost	261,000	236,000	497,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Program 050 FTEs	3.0	3.0	3.0

Package Description:

RCS has statutory responsibility for ensuring the quality of care and services rendered to vulnerable adults living in licensed long-term care residential settings. These settings include nursing homes (269 facilities serving over 25,000 residents); boarding homes including assisted living (513 facilities serving nearly 23,000 residents); and adult family homes (2,110 homes serving over 11,000 residents). This represents a total of nearly 2,900 facilities/homes and over 59,000 residents statewide. In addition to licensing and regulatory oversight, the Complaint Resolution Unit (CRU) received over 22,000 complaints on the department's toll-free complaint line during 2001. Nearly 20 percent of those CRU complaints required an on-site investigation.

To achieve this workload, RCS employs nearly 190 staff working in the field directly involved with regulatory quality assurance oversight and complaint investigations. The quality assurance oversight and complaint investigation processes for all three settings are complex with a regulatory focus and priority on resident health and safety.

RCS is responsible for protecting vulnerable adults (both private pay and Medicaid) residing in long-term care settings. In order to meet this responsibility, it is essential for RCS to achieve statewide consistency in the delivery of quality assurance oversight and complaint investigations. To actualize this goal, the staff performing these duties must be well trained and proficient in the following areas:

- Resident rights and quality of life factors
- Detecting abuse and neglect
- Care and services for elderly, disabled, and mentally ill
- Following prescribed protocols for quality assurance regulatory oversight and complaint investigations
- Professional and ethical conduct
- Enforcement procedures including evidence gathering, report writing, and providing testimony in court hearings

The education and training in these critical areas of responsibility for the field staff require an intensive training program. This program must provide in-depth orientation and training during the first six months of employment with a component for continuing education thereafter.

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Failure to provide this type of an intensive training program will result in decreased effectiveness in fulfilling the goal of protecting vulnerable adults. Furthermore, it places the department at high risk of liability with the potential of costly litigation.

The three FTEs being requested by this decision package will provide training to RCS staff statewide, providing the consistent, in-depth training needed for RCS to meet its responsibilities for quality assurance and protection of vulnerable adults in residential settings.

Narrative Justification and Impact Statement

How contributes to strategic plan:

This proposal will achieve the following:

- Enhance the quality of care and services in long-term care facilities across the state
- Increase the agency's ability to protect vulnerable adults residing in long-term care facilities
- Ensure that the public have available quality long-term care options in their communities
- Reduce human resource costs for the department by retaining staff through investing in an ongoing education and training program
- Maintaining a skilled and knowledgeable workforce

Performance Measure Detail

Program: 050

Goal: 03E Budget Performance and Economic Value

Efficiency Measures

7ED Monthly average cost per long-term care client.

Incremental Changes

FY 1

FY 2

.45

.39

Goal: 04E Improve Internal Management Processes

No measures submitted for package

Incremental Changes

FY 1

FY 2

Reason for change:

A key component to achieving quality care and services for vulnerable adults residing in long-term care facilities is maintaining a professional working relationship with the industry. To accomplish this in a regulatory environment that may involve enforcement actions, there must be consistency in the implementation of regulatory quality assurance throughout the state. Without this partnership with the industry, quality options for long-term care could diminish. This program proposal would ensure consistency in the implementation of regulatory quality assurance, improve working relationships with the industry, result in improved care and services, and maintain long-term care residential options for our communities.

Impact on clients and services:

Implementing an intensive education and training program for field staff will result in reduced staff turnover, increased consistency for the regulatory quality assurance, and enhanced care and services for nearly 59,000 vulnerable adults (both private pay and Medicaid).

Impact on other state programs:

None

Relationship to capital budget:

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None

Required changes to existing RCW, WAC, contract, or plan:

None

Alternatives explored by agency:

The alternative, limited training for new staff, has been tried and has resulted in considerable difficulties in the field, including increased management oversight and increased litigation. Without an intensive education and training program for RCS field staff, available training will continue to be sporadic and staff skill and knowledge will be sub-standard. This may lead deteriorating quality of care and services in long-term care settings and have negative impact on vulnerable adults and substantially increase the department's liability.

Budget impacts in future biennia:

Costs would continue into future biennia.

Distinction between one-time and ongoing costs:

All costs are ongoing.

Effects of non-funding:

Continued inconsistencies in the delivery of regulatory quality assurance, increased negative impact on care and services to over 59,000 vulnerable adults, and increased liability for the department.

Expenditure Calculations and Assumptions:

See attachment - AASA PL-EF RCS Staff Training.xls

<u>Object Detail</u>		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Program 050 Objects				
A	Salaries And Wages	158,000	158,000	316,000
B	Employee Benefits	38,000	38,000	76,000
E	Goods And Services	52,000	27,000	79,000
G	Travel	10,000	10,000	20,000
T	Intra-Agency Reimbursements	3,000	3,000	6,000
Total Objects		261,000	236,000	497,000

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DSHS Source Code Detail

Program 050		<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State				
<u>Sources</u>	<u>Title</u>			
0011	General Fund State	131,000	118,000	249,000
<i>Total for Fund 001-1</i>		131,000	118,000	249,000
Fund 001-C, General Fund - Basic Account-DSHS Medicaid Federa				
<u>Sources</u>	<u>Title</u>			
19UL	Title XIX Admin (50%)	130,000	118,000	248,000
<i>Total for Fund 001-C</i>		130,000	118,000	248,000
Total Program 050		261,000	236,000	497,000